



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2005 OCT 20 AM 8:16
29-SEP-2005

Repository ☐

Reference No.
10138138

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FARMDALE State OH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/12/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMZU72KX2Z [REDACTED] Make FORD Model EXPLORER Model Year 2002
Date Purchased 05-AUG-02 Dealer's Name and Telephone Number Klaben's Crown Ford Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner ☒ Dealer's City Warren State Ohio Zip Code 44484
Transmission Type ☒ Antilock Brakes Powertrain 4 WHEEL DRIVE Vehicle Component Code 150000 SEAT BELTS
AUTOMATIC ☒ Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 21-SEP-2005 Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police N
Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

DT: 2002 FORD EXPLORER. THE CONSUMER STATES AIRBAG LIGHT ON FLASHED ON DASHBOARD 3 TIMES AND THEN IT STAYED ON. THE CONSUMER TOOK VEHICLE TO DEALERSHIP, AND DEALERSHIP TOLD THE CONSUMER IT WAS RELATED TO SEAT BELTS. THIS HAS BEEN OCCURRING FOR 1 WEEK. THE CONSUMER CONTACTED FORD MANUFACTURER, AND THEY TOLD HER THEY NEVER HEARD OF SUCH A THING. THEY STATED THEY WERE NOT AWARE OF ANY COMPLAINTS REGARDING THIS PROBLEM.*AK

Contacted dealership on 9-26-05 and advised them of light on dash. They advised that is was the safety restraint light and I would have to bring in. Could not get scheduled until 9-28-05. Took car in and they contacted me and said it was the pretensioner. I asked them to describe what that was and what would happen if I did not get it fixed. They advised that seat belt would lock up if I would to get into an accident. They advised as to the cost and I asked since it was a safety concern,

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

would there be any additional coverage for this since it was not due to nonmaintenance on my part. As previously mentioned in my statement, I did notify Ford and they advised that they are not familiar with ever receiving such complaint from anyone else regarding this. Dealership had to order part and said vehicle would be done on 9-29-05. I had to contact them on 9-29-05 to check on vehicle and they advised me that part did not come in. I did not have any transportation and asked if I could pickcar up since I had doctor's appoint. and they said that my seat in vehicle was out and unless the part came in the next 15 minutes, they would not be able to fix it. Needless to say, I did not get my vehicle until 9-30-05. I am very frustrated with the amount that it cost to repair such a problem that was no fault of my own. After speaking to Ford I went on your web site and noticed that there in fact has been several complaints regarding this same problem. Once again, Ford was not aware of this ever happening. I am providing a copy of the bill that I have paid and I just thank God that I did not get in any kind of accident.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

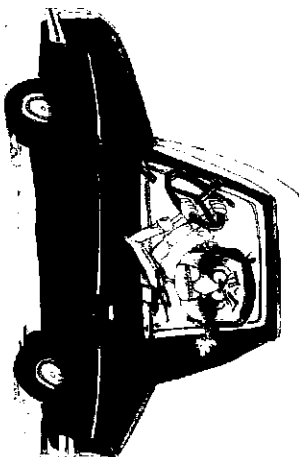
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and dial toll free at

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(DASH) 2 DOT



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TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).